



Department of Medical Assistance Services
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Richmond, Virginia 23219

www.dmas.virginia.gov

MEDICAID PROVIDER MANUAL UPDATE

TO: All Consumer-Directed Service Facilitators Participating in the
Virginia Medical Assistance Program

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services (DMAS)

MEMO: Update

DATE: 5/15/2007

SUBJECT: Consumer-Directed Employer Manual

The purpose of this memorandum is to notify you that the Consumer-Directed Employer Manual for the HIV/AIDS Waiver, the Individual and Family Developmental Disabilities Support (DD) Waiver, and the Elderly and Disabled with Consumer Direction (EDCD) Waiver have been revised. Major changes to the manual are outlined below. Please download the new manual and review it carefully. Training materials are available on the DMAS website at www.dmas.virginia.gov: select the Learning Network link, then select the Long-Term Care link.

MAJOR CHANGES TO THE CONSUMER-DIRECTED EMPLOYER MANUAL

- Information on Public Partnerships LLC, the consumer-directed fiscal agent, is included.
- Sample forms for use by the service facilitator, employer, and attendants are included in the Appendices.

To access the Consumer-Directed Employer Manual go to the DMAS website at www.dmas.virginia.gov. Click on Long-Term Care and Waiver Services. The manual appears under the Manuals and Forms section.

Service facilitators are responsible for providing their consumer-directed employers with this resource in hard copy form or through information about how to obtain it via the DMAS website.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov. Refer to the "DMAS Content Menu" column on the left-hand side of the DMAS web page for the "Provider Services" link, which takes you to the "Manuals, Memos and Communications" link. This link opens up a page that contains all of the various communications to providers, including Provider Manuals and

Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates that are requested.

“HELPLINE”

The “HELPLINE” is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The “HELPLINE” numbers are:

1-804-786-6273 Richmond area and out-of-state long distance
1-800-552-8627 All other areas (in-state, toll-free long distance)

Please remember that the “HELPLINE” is for provider use only. Please have your Medicaid Provider Identification Number available when you call.

PROVIDER E-NEWSLETTER SIGN-UP

DMAS is pleased to inform providers about the creation of a new Provider E-Newsletter. The intent of this electronic newsletter is to inform, communicate, and share important program information with providers. Covered topics will include changes in claims processing, common problems with billing, new programs or changes in existing programs, and other information that may directly affect providers. If you would like to receive the electronic newsletter, please sign up at www.dmas.virginia.gov/pr-provider_newletter.asp.

Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memos, Medicaid Provider Manuals, or any other official correspondence from DMAS.

CONSUMER-DIRECTED EMPLOYER MANUAL

REVISION CHART

May 15, 2007

SUMMARY OF REVISIONS

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
Entire Manual	Entire Manual		All	May 15, 2007

FILING INSTRUCTIONS

MANUAL SECTION	DISCARD	INSERT	OTHER INSTRUCTIONS
Entire Manual	Old Manual	New Manual	